

WHAT IS CLAIMED IS:

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1. A method of diagnosing an electronic device which belongs to a customer, said method comprising the steps of:

5 a) receiving an inspection result obtained by executing an inspection program on said electronic device on said customer's side; and

b) obtaining a diagnosis result by diagnosing said electronic device on the basis of said inspection result.

10 2. The method of claim 1, further comprising the step of supplying said inspection program to said customer before said step a).

3. The method of claim 1, further comprising the step of

15 c) sending a computer-readable medium carrying said inspection program to said customer, wherein said step c) is performed before said step a).

4. The method of claim 1, further comprising the step of

20 d) sending said inspection program to said customer through computer communication, wherein said step d) is performed before said step a).

5. The method of claim 4, wherein

said inspection program is registered on a server connected to a computer network.

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6. The method of claim 5, wherein
a plurality of inspection programs are registered on said server in accordance
with diagnostic items of said electronic device.

5 7. The method of claim 1, wherein
a computer-readable medium carrying said inspection result is received in said
step a).

10 8. The method of claim 1, wherein
said inspection result is received through computer communication in said step
a).


15 9. The method of claim 8, wherein
said step a) including the step of confirming whether data received as an
inspection result is a valid inspection result or not.

10. The method of claim 8, further comprising the step of
e) transmitting said diagnosis result to said customer.

20 11. The method of claim 10, further comprising the step of
f) accepting a request of repair from said customer through computer
communication.

25 12. The method of claim 11, wherein
said step f) including the steps of:

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issuing an acceptance number of repair to said customer; and
recording said diagnosis result with said acceptance number.

13. The method of claim 12, further comprising the steps of:

receiving said electronic device from said customer;

finding out said diagnosis result related to said acceptance number;

repairing said electronic device in accordance with said diagnosis result; and

sending said electronic device back to said customer.

14. The method of claim 1, wherein

said diagnosis result includes information whether said electronic device needs
repair or not.

15. The method of claim 1, wherein

said diagnosis result includes information which indicates a state selected from
the group comprising:

a first state where said electronic device is normal;

a second state where said electronic device has trouble but needs no repair; and

a third state said electronic device needs repair.

16. The method of claim 15, wherein

said second state includes a state where remaining power in a battery provided
for said electronic device is insufficient.

17. The method of claim 15, wherein

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said second state includes a state where rest of area in a memory provided for said electronic device is insufficient.

18. The method of claim 1, wherein
said step b) is performed by a computer.

19. The method of claim 1, wherein
said diagnosis result includes a diagnosis result about an electronic card attached to said electronic device.

20. A method of diagnosing an electronic device which belongs to a customer, said method comprising the steps of:

a) receiving an inspection result carried in a computer-readable medium, said inspection result obtained by executing an inspection program on said electronic device on said customer's side; and

b) reading out said inspection result from said computer-readable medium.

21. The method of claim 20, further comprising the step of

c) sending said computer-readable medium carrying said inspection program to said customer, wherein

said step c) is performed before said step a).

22. A method of diagnosing an electronic device which belongs to a customer, said method comprising the steps of:

a) receiving an inspection result through computer communication, said

Pub A9 → inspection result obtained by executing an inspection program on said electronic device on said customer's side; and

b) preparing for reading out said inspection result.

5 23. The method of claim 22, further comprising the step of

c) transmitting said inspection program to said customer through computer communication, wherein

said step c) is performed before said step a).

10 24. The method of claim 23, further comprising the step of

d) accepting selection of an inspection program out of a plurality of inspection programs from said customer; wherein

said step d) is performed before said step c).

15 25. A method of serving an inspection program for an electronic device which belongs to a customer through computer communication, said method comprising the steps of:

a) registering a plurality of inspection programs on a server, said plurality of inspection programs corresponding to a plurality of functions of said electronic device, respectively;

20 b) accepting selection of an inspection program out of said plurality of inspection programs from said customer; and

c) accepting download of said inspection program selected in said step b).

25 26. A method of serving an inspection program for an electronic device which

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PubA9 belongs to a customer, said method comprising the steps of:

a) preparing an inspection program; and

b) supplying said inspection program to said customer, wherein

an inspection result is generated by execution of said inspection program on
5 said electronic device on said customer's side, and diagnosis of said electronic device is
performed on the basis of said inspection result.

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10 27. An apparatus for diagnosing an electronic device through computer
communication, said electronic device belonging to a customer, said apparatus
comprising:

a receiving circuit for receiving an inspection result obtained by executing an
inspection program on said electronic device on said customer's side; and

a processor for obtaining a diagnosis result by diagnosing said electronic device
on the basis of said inspection result.

15 28. The apparatus of claim 27, wherein
said processor compares a value included in said inspection result with a
predetermined threshold value, to thereby judge whether said electronic device needs
repair or not.

20 29. The apparatus of claim 27, wherein
said processor calculates a value for diagnosis from said inspection result, and
compares said value for diagnosis with a predetermined threshold value, to thereby judge
whether said electronic device needs repair or not.

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30. The apparatus of claim 27, wherein
said processor judges whether data received as an inspection result is a valid
inspection result or not.

5 31. The apparatus of claim 27, further comprising
a transmitting circuit for transmitting said diagnosis result toward said
customer.

10 32. The apparatus of claim 31, wherein
said processor accepts a request of repair from said customer.

15 33. The apparatus of claim 32, wherein
said processor issues an acceptance number of repair to said customer, and
records said diagnosis result with said acceptance number.

34. The apparatus of claim 27, wherein
said diagnosis result includes information whether said electronic device needs
repair or not.

20 35. The apparatus of claim 27, wherein
said diagnosis result includes information which indicates a state selected from
the group comprising:

25 a first state where said electronic device is normal;
a second state where said electronic device has trouble but needs no repair; and
a third state said electronic device needs repair.

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36. An apparatus for serving an inspection program for an electronic device through computer communication, said electronic device belonging to a customer, said apparatus comprising:

- 5 a receiving circuit for receiving messages from said customer; and
- a processor for registering a plurality of inspection programs corresponding to a plurality of functions of said electronic device, respectively, accepting selection of an inspection program out of said plurality of inspection programs, and accepting download of said inspection program selected by said customer.

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37. A computer-readable medium carrying a program for diagnosing an electronic device through computer communication, said electronic device belonging to a customer, wherein execution of said program by a computer causes said computer to perform a process comprising the steps of:

- 15 a) receiving an inspection result obtained by executing an inspection program on said electronic device on said customer's side; and
- b) obtaining a diagnosis result by diagnosing said electronic device on the basis of said inspection result.

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38. The computer-readable medium of claim 37, wherein

 said computer-readable medium is a hard disk system connected to a server on a computer network.

39. A computer-readable medium carrying a program for serving an inspection

25 program for an electronic device through computer communication, said electronic device

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pub A9  belonging to a customer, wherein execution of said program by a computer causes said computer to perform a process comprising the steps of:

5 a) registering a plurality of inspection programs on said computer, said plurality of inspection programs corresponding to a plurality of functions of said electronic device, respectively;

b) accepting selection of an inspection program out of said plurality of inspection programs from said customer; and

c) accepting download of said inspection program selected in said step b).

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40. The computer-readable medium of claim 39, wherein

said computer-readable medium is a hard disk system connected to a server on a computer network.

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